

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TELECOMMUNICATOR
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs radio and communication dispatching work in the City Police Department. Reports to a Telecommunicator Shift Supervisor.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for receiving radio and telephone messages, answering public safety calls and dispatching police and other public safety units as requested or necessary. After an initial training period under close supervision, employees are assigned to a shift to receive calls and dispatch appropriate personnel in accordance with established procedures. Work also includes operating a computer terminal connected to the Division of Criminal Information and the National Crime Information Center. Considerable tact and firmness are required in obtaining information from distressed persons. The employee must exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls. Work is performed in accordance with standard departmental policies and procedures and is supplemented by specific instructions as necessary. Work is performed under the general supervision of a Telecommunicator Shift Supervisor, and is evaluated in terms of adherence to departmental policies and procedures and by accuracy and effectiveness of dispatching.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

On an assigned shift, operates telephone, radio, and other communications equipment in answering requests of law enforcement or related assistance; obtains necessary information and dispatches equipment and personnel as necessary in accordance with established procedures; relays information to dispatched units.

Monitors residential, commercial and municipal building alarms, and reports activation to appropriate law enforcement personnel and property owners or specified contacts.

Utilizes computers connected to National Crime Information Center and/or Division of Criminal Information to enter and obtain information and/or to communicate with other law enforcement agencies.

TELECOMMUNICATOR

Maintains logs of complaints and services requested, locations of Department vehicles, vehicles and vehicle tags reported stolen, missing persons, etc.

Provides information and advice to public as requested.

ADDITIONAL JOB FUNCTIONS

Instructs, assists and advises less-experienced Telecommunicators, as necessary.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of the geographical layout of the City as to location of streets, important buildings and other landmarks.

Working knowledge of the operation of two-way radio and computer-aided dispatch equipment, and related Federal Communication Commission regulations.

Working knowledge of the use and application of the Division of Criminal Information and National Crime Information Center databases.

Working knowledge of the operation and location of law enforcement units.

Skill in the operation of two-way radio and computer-aided dispatch equipment.

Ability to utilize word processing equipment and type a minimum of 25 words per minute.

Ability to elicit information necessary for proper dispatching from persons who may be distressed.

Ability to exercise sound judgment in emergency situations.

Ability to speak clearly, distinctly and politely.

Ability to deal tactfully and courteously with the public.

Ability to maintain simple but effective files, records and reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and the ability to utilize word processing equipment and type a minimum of 25 words per minute; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENTS

Certification by the North Carolina State Bureau of Investigation in operation of the Division of Criminal Information network. Certification by the Department of Justice Education and Training Standards Commission.

TELECOMMUNICATOR

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job levels.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 10
Non-Exempt